

WHAT IS CLAIMED IS:

1. A method for procuring telecommunications offerings remotely, comprising:
receiving a procurement inquiry, the procurement inquiry specifying a selected telecommunications offering from among voice, Internet and mobile telecommunications offerings;
generating procurement data in response to the procurement inquiry and pertaining to the selected telecommunications offering; and
transmitting the procurement data.
2. The method of claim 1, transmitting the procurement data including at least one of pre-sale, ordering and post-sale data.
3. The method of claim 2, further comprising transmitting the pre-sale data comprising value added content, the value added content including at least one of data for matching the selected telecommunication offering with needs of a customer, data for qualifying a customer for the selected telecommunications offering, data for an on-line demonstration of a process for procuring the selected telecommunications offering, data for answers to technical questions, and data for accessing a live network consultant via one of online chat and instant messaging.
4. The method of claim 2, further comprising transmitting post-sale data comprising value added content, the value added content including at least one of data for providing access to existing orders, data for providing electronic billing, data for sending of a page, data for scheduling of a conference call, data for on-line directory assistance, and tailored data for one or more of a telecommunications offering ordered and a related telecommunication offerings.
5. The method of claim 2, further comprising transmitting the ordering data including at least one of shopping cart data, and order entry data.
6. The method of claim 2, further comprising transmitting the post-sale data including at least one of order tracking data, and order status data.
7. The method of claim 1, further comprising:
configuring the voice telecommunications offerings to include a complete calling package telecommunications offering, a long distance telecommunications offering, a toll free

telecommunications offering, a conferencing telecommunications offering, and a calling card telecommunications offering.

8. The method of claim 1, further comprising:

configuring the Internet telecommunications offerings to include a dial up Internet telecommunications offering, and a dedicated Internet telecommunications offering.

9. The method of claim 1, further comprising:

configuring the mobile telecommunications offerings to include a paging telecommunications offering, a conferencing telecommunications offering, a calling card telecommunications offering, and a dial up telecommunications offering.

10. The method of claim 1, wherein the procurement data is displayed in a graphical user interface.

11. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 1.

12. A method for servicing telecommunications offerings remotely, comprising:

receiving a service inquiry, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a move, change or disconnection (MCD) of a telecommunications offering order; and

generating service data in response to the service inquiry and pertaining to the search criteria; and

transmitting the service data.

13. The method of claim 12, further comprising transmitting the service data including at least one of pre-sale, ordering, and post-sale data.

14. The method of claim 13, further comprising transmitting one of the pre-sale, ordering and post-sale data including at least one of online chat, and instant messaging data, as.

15. The method of claim 13, further comprising transmitting the post-sale data including at least one of data for tracking an order, data for checking a status of an order, data for coordinating service for a telecommunications offering, and data for provisioning a

telecommunications offering.

16. The method of claim 12, wherein the service data is displayed in a graphical user interface.

17. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 12.

18. A method for procuring and servicing telecommunications offerings remotely, comprising:

receiving a procurement inquiry and a service inquiry, the procurement inquiry specifying a selected telecommunications offering from among voice, Internet and mobile telecommunications offerings, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a move, change or disconnection (MCD) of a telecommunications offering order;

generating procurement data in response to the procurement inquiry and pertaining to the selected telecommunications offering and service data in response to the service inquiry and pertaining to the search criteria; and

transmitting the procurement and service data.

19. The method of claim 18, wherein at least one of the procurement data and the service data is displayed in a graphical user interface.

20. Computer-readable media distributed storing computer-executable instructions for performing the steps recited in claim 18.

21. A method for procuring telecommunications offerings remotely, comprising:

submitting a procurement inquiry, the procurement inquiry specifying a selected telecommunications offering from among voice, Internet and mobile telecommunications offerings; and

receiving procurement data,

wherein the procurement data is generated in response to the procurement inquiry and pertains to the selected telecommunications offering.

22. The method of claim 21, further comprising displaying the service data in a graphical user interface.

23. Computer-readable media distributed storing computer-executable instructions for performing the steps recited in claim 21.

24. A method for servicing telecommunications offerings remotely, comprising:

submitting a service inquiry, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a move, change or disconnection (MCD) of a telecommunications offering order; and

receiving service data,

wherein the service data is generated in response to the service inquiry and pertains to the search criteria.

25. The method of claim 24, further comprising displaying the service data in a graphical user interface.

26. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 24.

27. A system for procuring and servicing telecommunications offerings, comprising:

a customer browser loaded on a customer client computer, the customer browser being configured to submit a procurement inquiry, the procurement inquiry specifying a selected telecommunications offering from among voice, Internet and mobile telecommunications offerings;

a back office browser loaded on a back office client computer, the back office browser being configured to submit a service inquiry, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a move, change or disconnection (MCD) of a telecommunications offering order; and

a server program loaded on a server computer and being configured to receive the procurement and service inquiries, generate procurement data pertaining to the selected

telecommunications offering and service data pertaining to the search criteria, and transmit the procurement and service data.

28. The system of claim 27, wherein the customer and back office browsers and the server program communicate according to a communication protocol architecture that includes a web layer and an application layer, the application layer including a presentation layer and a business and integration layer, the web layer being configured to include the server configured as a web server, the presentation layer being configured to receive requests and user actions from the server, the business and integration layer being configured to perform order management, online ordering and user management functions.

29. The system of claim 28, further comprising:

a data base layer and a service availability tool coupled to the application layer;
the database layer being configured to store data used by the system; and
the service availability tool being configured to provide a service availability function with respect to the selected telecommunications offering.

30. The system of claim 28, further comprising:

a site intelligence server coupled to the web server; and
the site intelligence server being configured to provide data mining capabilities to gather and report on metrics on the system.

31. The system of claim 27, configured as one of a development, staging and production system;

the development system being configured to provide support development of additional features and upgrades for the production system;

the staging system being configured to provide support for testing the additional features and upgrades for the production system; and

the production system configured to provide the additional features and upgrades after the testing on the staging system.

32. The system of claim 27, wherein the voice telecommunications offerings include a complete calling package telecommunications offering, a long distance telecommunications

offering, a toll free telecommunications offering, a conferencing telecommunications offering and a calling card telecommunications offering.

33. The system of claim 27, wherein the Internet telecommunications offerings include a dial up Internet telecommunications offering and a dedicated Internet telecommunications offering.

34. The system of claim 27, wherein the mobile telecommunications offerings include a paging telecommunications offering, a conferencing telecommunications offering, a calling card telecommunications offering and a dial up telecommunications offering.

35. An apparatus for procuring telecommunications offerings remotely, comprising:

means for receiving a procurement inquiry, the procurement inquiry specifying a selected telecommunications offering from among voice, Internet and mobile telecommunications offerings;

means for generating procurement data in response to the procurement inquiry and pertaining to the selected telecommunications offering; and

means for transmitting the procurement data.

36. An apparatus for servicing telecommunications offerings remotely, comprising:

means for receiving a service inquiry, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a move, change or disconnection (MCD) of a telecommunications offering order;

means for generating service data in response to the service inquiry and pertaining to the search criteria; and

means for transmitting the service data.

37. An method for provisioning services via an on-line system, the method comprising:

transmitting a service inquiry from a user;

selectively directing the user to a service center;

selectively providing a plurality of service options to the user;

generating a service order based upon the step of selectively providing the plurality of

service options; and
confirming the service order.

38. An on-line system for procuring services, the system comprising:
a presentation section configured to provide a graphical user interface to a user, the user providing service inquiry information;
a business section configured to perform business rules and transactions based upon the service inquiry information, the user being selectively directed to a service center; and
an interface section configured to facilitate access to data associated with the services and to interface with external systems for acquisition of the services.

39. An on-line system for procuring services, the system comprising:
means for transmitting a service inquiry from a user;
means for selectively directing the user to a service center;
means for selectively providing a plurality of service options to the user;
means for generating a service order based upon the plurality of service options; and
means for confirming the service order.